



THE

DEPARTMENT OF THE AIR FORCE
509 MISSION SUPPORT GROUP (AFGSC)
WHITEMAN AIR FORCE BASE, MISSOURI

NEW LIFE



VOLUME 23
NUMBER 5

DIRECTOR
JIM HILL

EDITOR
ARTHUR MILLER

JULY 2012

FROM THE DIRECTOR

Retiree Appreciation Day (RAD) is officially scheduled for **Saturday, October 13, 2012**, registration starts at 0700, the Mission's End (The Club). Please put **Retiree Appreciation Day on your calendar**. You can still call us locally at **660-687-6457** or toll free at **1-800-303-5608**. You can also e-mail us at rao@whiteman.af.mil. To get to our online newsletter go to www.whiteman.af.mil and look for Whiteman Links, click on Retiree Activities and follow the prompts for our newsletter. **Volunteering with me are Marine Corps MGySgt (ret) Arthur J. Miller, CMSgt (ret) Melvin F. Bockelman, CMSgt (ret) Glen Henness, CMSgt (ret) Joseph M. Storms and MSgt (ret) Walter (Red) Mills. We are committed to continue providing you the best support possible. Contact us at the number above and let us know how we can help you. If you live in the local area and would like to volunteer some time to answer the phone and assist other retirees/spouses give us call. "STILL SERVING"**

ID CARD CORNER

If your ID card expires within 90 days and you are critically ill, unable to drive or live over 100 miles from Whiteman AFB you might want to consider mail-in ID card processing. However, it's not an easy process, it takes approximately 45 days from start to finish. The one trait that will serve you well during this process is **Patience**. Please contact our customer service section at: **660-687-6426/27/28** and they will be happy to explain the entire process to you.

ACCESS TO VETERANS MILITARY RECORDS MADE EASIER

In the past, delays often occurred when the National Personnel Records Center (NPRC) needed additional information to process requests for veteran's military records. NPRC has created a new

expedited system that is now available for veterans or the next of kin such as surviving spouse that has not remarried, father, mother, son, daughter, sister or brother to request veteran's military records.

By using the internet and entering <http://www.archives.gov/veterans/everrecs/index.html> the computer system creates a customized order form and prompts the user to provide all required information in advance. After completion, the user is asked to print, sign and date their customized form and mail it to the NPRC. (For those who don't have a printer, have a pen and paper handy and they will guide you through the process). This is important because the Privacy Act of 1974 (5U.S.C. 552a) requires that all requests for records and information be submitted in writing. You can fax your signature verification form to the NPRC and speed up the process somewhat. NPRC Fax number is (314)801-9195. If you are not the veteran, or next of kin, you must complete SF Form 180. You may order the SF Form 180 through the mail: National Personnel Record Center, 9700 Page Avenue, St Louis Missouri 63132 or you may call 1-866-272-6272 for additional information.

WALGREEN LETTER

Many of you have been concerned about a letter received from Walgreen's indicating they will stop participating as a provider in the Express Scripts network for TRICARE beneficiaries. Those who have a prescription on file with Walgreens may want to switch to another network pharmacy. This Action resulted from Walgreens charge for reimbursement being higher than express Scripts (DoD contractor) has negotiated with all others. Every dollar of cost saving from the discounted prices negotiated under the retail pharmacy option result directly in saving from the discounted prices. For assistance in referring your prescription, go to

www.express-scripts.com/TRICARE/pharmacy
or call 1-877-885-6313.

TURNING AGE 65 SOON

A beneficiary age 64 needs to be aware of the necessity of signing up for Medicare Parts A and B before his/her 65th birthday to avoid interruption of TRICARE benefits. **TRICARE eligibility for all benefits (including pharmacy) ends when one becomes eligible for Medicare Part A, regardless of age.** It can be continued with the purchase of Part B. A beneficiary should contact Medicare three months before the 65th birthday and request enrollment in both Part A and B. However, TRICARE benefits will terminate when eligible for Part A regardless of any other health insurance. Beneficiaries turning age 65 receives a letter from the Defense Manpower and Data Center (DMDC) reminding them about the requirement to sign up for Part B in order to retain TRICARE benefits. For information on signing up for Medicare call (800) 633-4227 or go to www.medicare.gov.

MILITARY PERSONNEL FLIGHT

Customer Service (ID Cards, DEERS)

The MPF Customer Service Office is located at 509 Spirit Blvd, Suite 117 (Wing Headquarters Bldg, Base Flag in front). Telephone# is (660) 687-6426. If you are coming in to get a new ID card, we recommend you **call ahead** to ensure the DEERS/RAPIDS computers are up and running. You must have two forms of ID, one with picture.

Hours of operation are:

0730-1630 Mon thru Fri

Closed weekends and holidays

Retiree Day Only 1200-1400

CASUALTY/SURVIVOR BENEFITS

The Casualty Assistance / Survivor Benefits Office are also located at 750 Arnold Ave. Rm. 155. We recommend **you call ahead** for an appointment if you need personal assistance. Telephone # is (660) 687-6434. Hours of operation are: 0730-1630 Mon thru Fri

LEGAL OFFICE

The Legal Office is located at 509 Spirit Blvd, Suite 203. Telephone# is (660) 687-6809.

Hours of operation are:

Legal Assistance/Wills are by appointment only

0800-1000 Mon and Tues

1300-1500 Wed and Thurs

Notaries and Powers-of-Attorney

0730-1630 Mon thru Fri

Claims by Appointment call (660) 687-6809

TRICARE RETIREE DENTAL PROGRAM **Major services are also available to help keep good dental health on track**

Early diagnosis and prevention of dental disease is essential to good dental health. The TRICARE Retiree Dental Program (TRDP) provides the coverage necessary to help enrollees maintain good oral health And often prevent the need for major dental treatment down the road. Benefits available to TRDP enrollees include diagnostic and preventive care such as regular oral exams and x-rays, routine cleanings and fluoride treatments. Diagnostic dental procedures like oral exams and x-rays—which are covered by the TRDP at 100 percent of the program's allowable amount and are not applicable to the annual deductible and maximums—help the dentist screen for changes in the oral tissues and detect some diseases at a stage when they can be more successfully treated. Visit www.trdp.org for complete information about all the benefits available under the TRDP, or call Delta Dental of California, TRDP contract administrator, toll-free at 888-838-8737.

MEDICAL RETIREE DAY HEALTH EDUCATION AND SCREENING

The 509th Medical Group (MDG) will provide health education and screening to include blood pressure and weight checks on Retiree Day. You need not fast for any length of time as cholesterol and glucose testing will not be available. The screenings will be conducted from 0700 to 1130 hours on October 13 at the same location where activities will be held.

Whiteman TRICARE appointments: 1-888-874-9378 or (660)-563-9100 Pharmacy

Whiteman pharmacy hours are: 0730 - 1630 Mon thru Fri Closed the second Wed of each month, for training, at 1200. Closed weekends, down days and holidays.

It is always advisable to call the pharmacy at (800) 334-2958, or (660) 687-2137 to confirm that it is open before making a trip to the base.

SECURITY FORCES SQUADRON

Visitor Center: Located next to Spirit Gate, off Hwy 23. Telephone # is (660) 687-2833.

Services: Visitor passes. **A valid driver's license or photo ID is required. Vehicle registration and proof of current insurance must be available in the vehicle. OPEN 24 HOURS EVERY DAY**

FINANCIAL SERVICES

The 509th Comptroller Squadron is located at 509 Spirit Blvd, Suite 115A (Wing Headquarters Bldg, Base Flag in front). Our phone numbers are (660) 687-2006 and our fax number is (660) 687-2758. Our e-mail is

509cpts.fcs@whiteman.af.mil. Be sure to include your social security number and a day time phone number in your e-mail inquiry.

Hours of operation are:
0900-1500 Mon thru Fri

Closed weekends, down days and holidays

Retiree Day Only 1200-1430

If you have access to the internet visit my pay at:

<https://mypay.dfas.mil/mypay> or call: 1-800-

321-1080 to make changes to your allotments,

address, tax withholding and direct deposit accounts. However, you will need a PIN in order to access your account via the web.

FORCE SUPPORT SQUADRON (FSS)

The men and women of the 509th Force Support Squadron bid you a hearty Welcome! We know you will have an informative, fun day during the Retiree Day events. Be sure to take advantage of the products and services we offer all year long. We are proud of our contribution to the Whiteman AFB mission. From bowling leagues to golf tournaments to catered parties and weddings to adventure trips for local attractions, we stand ready to serve you. The following facilities offer specials for you on Retiree Day, Oct 13.

- Stars & Stripes Bowling Center: \$1 shoe rental and \$1 games as well as a 30% discount on their lunch menu except alcoholic beverages.
- Free round of golf at Royal Oaks Golf Course with cart rental.

For up-to-date information on all FSS activities, events and programs, please visit our web site at www.whitemanservices.com where you'll find links for each of our facilities as well as our monthly magazine *Connection*. You may also take advantage of our online comment card <https://ice.disa.mil> to let us know how we're doing.

If you would like to contact the 509th Force Support Squadron, you may send an email to marketing@whiteman.af.mil or telephone (660)-687-6525. Again, welcome, and have a great Services day!

BASE EXCHANGE (AAFES)

Store hours are:

Mon thru Sat 0900 - 1900

Sun/holidays 1100 - 1700

Toyland opens for the Christmas Season 13 Sept.

The Annual Tire Sale and Pet Show are: 10 Oct for the pet show and a tire sale is every month.

AAFES annual **"Still Serving"** weekend will be on 5-18 Oct.

Questions or information call (660) 563-3001.

COMMISSARY (DeCA)

Hours of operation are:

Mon	Closed
Tues thru Sat	0900-1830
Sun	1000-1830
Tues thru Fri	0800-0900 Early Bird Shopping- Self Checkout only.

Upcoming Commissary Promotions:

Case Lot Sale September 15 and 16

Holiday Hours:

Tues	Oct 09	Closed
Mon	Nov 19	Open 0900-1830
Thurs	Nov 22	Closed (Thanksgiving Day)
Tues	Dec 25	Open 0900-1830
Tues	Jan 01	Closed (New Year' Day
Sun	Dec 25	Closed (Christmas Day)
Mon	Dec 26	Closed
Sun	Jan 01	Closed (New Year's Day)

Check the Website at commissaries.com for additional holiday hours.

Questions or comments? Call to speak to a member of management at: (660) 687-5655.

RICHARDS GEBUR COMMISSARY NEWS

Fall produce Harvest Sept 28 and 29

RETIREE ACTIVITY OFFICE **CANNOT CHANGE YOUR** **MAILING ADDRESS**

We receive our official mailing list from MY PAY DFAS.

509TH MISSION SUPPORT GROUP/CVR
509 SPIRIT BLVD STE 117
WHITEMAN AFB MO 65305-5021



They, in turn, receive their address information from the DFAS. If you have already notified DFAS your address will be correct by our next mailing. If you have not notified DFAS you can notify DFAS of your address change via mypay at <https://mypay.dfas.mil/mypay> or at 1-800-321-1080. You can also contact Whiteman Financial Services at 660-687-2006 or via email at 509cpts.fcs@whiteman.af.mil (See Financial Services on page 3 for more detailed information)

DESIGNATION OF BENEFICIARY

DFAS requests that you keep your beneficiaries data current. Your current designation is reflected on your Retiree account statement. Designation form may be obtained from:

Defense Finance and Accounting Service
US Military Retirement pay
PO Box 7130 London KY 40742-7130
Phone: 800-321-1080/FAX 800-469-6559

On-line:

www.dtic.mil/whs/directives/infomgt/forms/efor.ms/ddd2894.pdf

DISCLAIMER

THE NEW LIFE is published by the Whiteman AFB Retiree Activities Office (RAO) to inform retirees and their family members of changes in legislation, defense policies and other matters affecting their military rights, benefits and obligations. While every effort is made to verify the accuracy of the information contained herein, the RAO staff cannot guarantee the accuracy of the information furnished by outside agencies. Views and opinions expressed in this Newsletter are not necessarily those of the Department of the Air Force or of the publishing agency or command.

STD MAIL